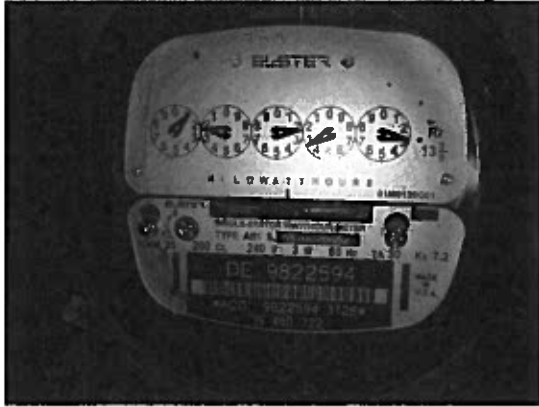


RE: DTE BILLING ISSUES
TO WHOM IT MAY CONCERN:

DTE billed me on Nov 20, 2017 for 13227 KWHs, my picture of the analogue meter taken four days later, Nov 24 showed 12232. That's a \$200 difference. DTE said a meter reader was there, and it was an accurate visual read.

DTE Bill due Dec 14 shows the electric read taken on Nov 20 was 13227.

METER_2017_11_24_at_8-13pm Photo: 12232



Rather than send a meter reader to reread, they forcefully removed the analogue meter three weeks later, on Dec 12. The bill they sent me said the Final Read was 13729. My picture of the meter, taken 16 hours before it was removed showed 12640.

METER_2017_12_11_at_10-37pm Photo: 12640



The day after the analogue meter was removed, which was done without my consent, DTE online chat confirmed with me a Final Reading of the analogue meter of 12657.

FinalRead_Chat_Screen Shot 2017-12-13 at 3.40.45 PM Photo: 12657

eg2139pri.egain.net

DTE Energy

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My analogue meter was replaced yesterday. What was the final reading on it? DTE bills have said

norma • 3:17 PM

Or where can I call to speak with someone who can access the meter itself?

norma • 3:30 PM

You are now chatting with Geoff

Hi Norma. Just a moment while I take a look into that for you, please.

Geoff • 3:32 PM

The reading taken on the outgoing meter was 12657.

Geoff • 3:34 PM

Thank you. That fits with my reading on Dec 11 at 10:30pm of 12640. Previous 'actual' reading by DTE was 13227. And DTE changed a previous 'actual' read to 'estimated' in order to give me the 'it's not a mistake' story. I am sending this to confirm that my next bill will be based on the 'actual' and 'final read', not on the mistaken read. Thank you and I will be saving this chat for

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DTE subsequently billed me for a Final Read of 13729, 1072 more than their own online chat and my pictures showed, and more than double my actual use.

After 3 months and approximately 40-50 hours of personal time (preparing documents for them, at least a dozen calls, each more than an hour long, waiting on hold to speak with a rep, waiting while that rep spoke with other reps, waiting for online chat) DTE issued me a new bill.

I sent pictures and documents to:
DTE online complaint form
mymeterread@dteenergy.com

My bill was adjusted downward by \$3. Not \$300. And for the second time the website listed the new bill as due immediately or I would be shut off.

Meanwhile, the new opt out SmartMeter was misread, and I requested a second reading. The second reading was accurate, however the bill DTE generated reflected the original higher misread.

Ultimately DTE overcharged me by 1072 KWHs in the course of weeks...Nov 20 to Dec 12. If I had not been insistent and followed up, the Final Read on the analogue meter that was removed would have stood to include their misreads, costing me \$200-\$300 dollars. Because I had taken digital photos with a time/date stamp of the analogue meter regularly, including the night before it was removed, I had proof of DTE's inaccurate readings.

But how many people take pictures of their utility meters? Better yet, why does anyone have to take pictures, and why was DTE so anxious to remove the analogue meter? The meter was functioning perfectly. The DTE meter reader simply did not know how to read the analogue meter. Nor, it seems, do the meter readers know how to read the clock like digital display on the new SmartMeters. Because this problem of overcharging me has persisted, despite my now having the digital SmartMeter, I will continue to take pictures, receive paper bills, and insist that DTE provide me with timely and accurate bills.

Norma Gentile
Ypsilanti Township
Washtenaw County
Feb 12, 2018

